



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

C-R Telephone Company
Fairpoint Communications / C-R Telephone Company
for quarter ending September 30, 2014

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.00	2.90	3.40	3.10
B. Operator Answer Time - Information [730.510(a)(1)]	3.99	3.74	4.78	4.17
C. Repair Office Answer Time [730.510(b)(1)]	68.00 *	39.00	39.00	48.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	135.00 *	143.00 *	180.00 *	152.67 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.90	5.68	6.18 *	5.25
H. Percent Repeat Trouble Reports [730.545(c)]	3.57%	0.00%	21.05% *	8.21%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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